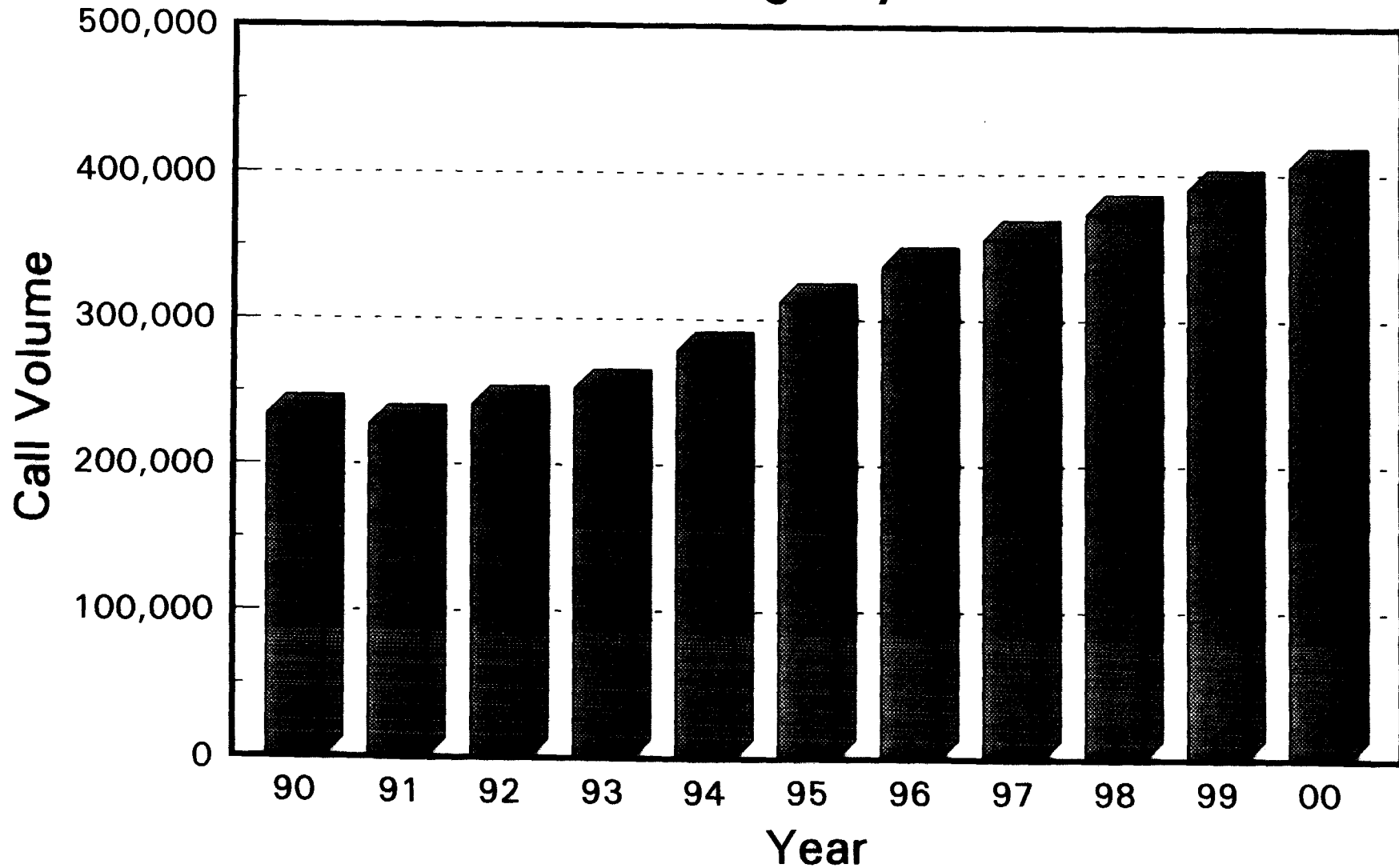


Automobile Club of Southern California

Annual Public Agency Calls



1996 - 2000 Estimated

Automobile Club of Southern California

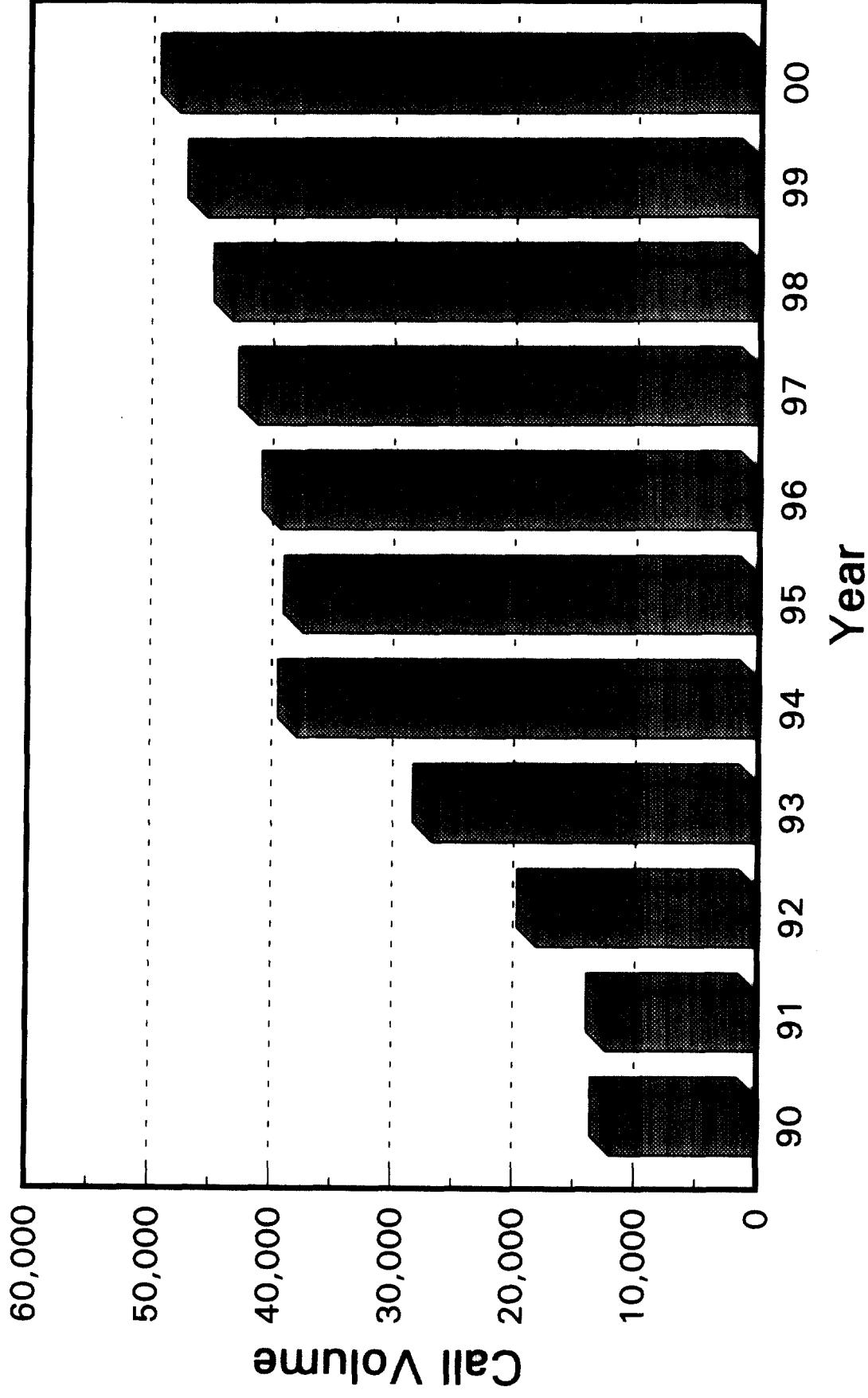
- I. Services more than 37,400 members annually who's request for roadside assistance is accompanied by a personal safety issue:**
 - A. child locked in car**
 - B. vehicle broken down in a dangerous area**
 - C. vehicle disabled on a freeway center divider or in a traffic lane**
 - D. medical emergency**

- ◆ Average service response time is less than 13 minutes when a personal safety issues accompanies a person's request for roadside assistance**

- ◆ A formal safety protocol , addressing the steps necessary to preserve a persons safety or well-being, was implemented in 1989 to ensure the utmost care is taken with all members calling with a need relating to personal safety**

Automobile Club of Southern California

Annual Number of "HOT" Calls



1996 - 2000 Estimated

Automobile Club of Southern California

- ◆ **Safety protocol procedures and a special feature of our CAD system, “HOT” call, ensure our ERS employees and contracted service providers follow the necessary steps to best care for a member’s special needs when a member is faced with a personal safety concern**
 - **Personal responsibility of a single supervisor through arrival of service and call completion**
 - **Visual priority of “HOT” call in CAD via special queues and colors**
 - **Priority processing and dispatching of call based on unit with the quickest response time**
 - **Special compensation awarded to contracted service providers handling priority calls**

Automobile Club of Southern California

Radio Communication Networks

The sole conduit for communicating Club members' requests for emergency roadside assistance are the private voice and data radio systems owned and operated by the Club.

Mobile Voice Radio Network

1200 mobile units operating system wide

64 transmitter sites throughout southern California service territory

5 vhf (150Mhz) simplex frequencies

7 uhf (450Mhz) simplex frequencies

4 control points with the ability to control any transmitter from any control point

Automobile Club of Southern California

Radio Communication Networks

As Club Membership and emergency road service volume has grown, the number of voice radio frequencies has not. In order to provide services more efficiently and better utilize available radio frequency assets, data radio communications has been integrated into the Club's radio communication infrastructure.

Mobile Data Radio System

830 mobile units operating system wide

170 operational fixed sites system wide

30 transmitter sites operating throughout southern California service territory

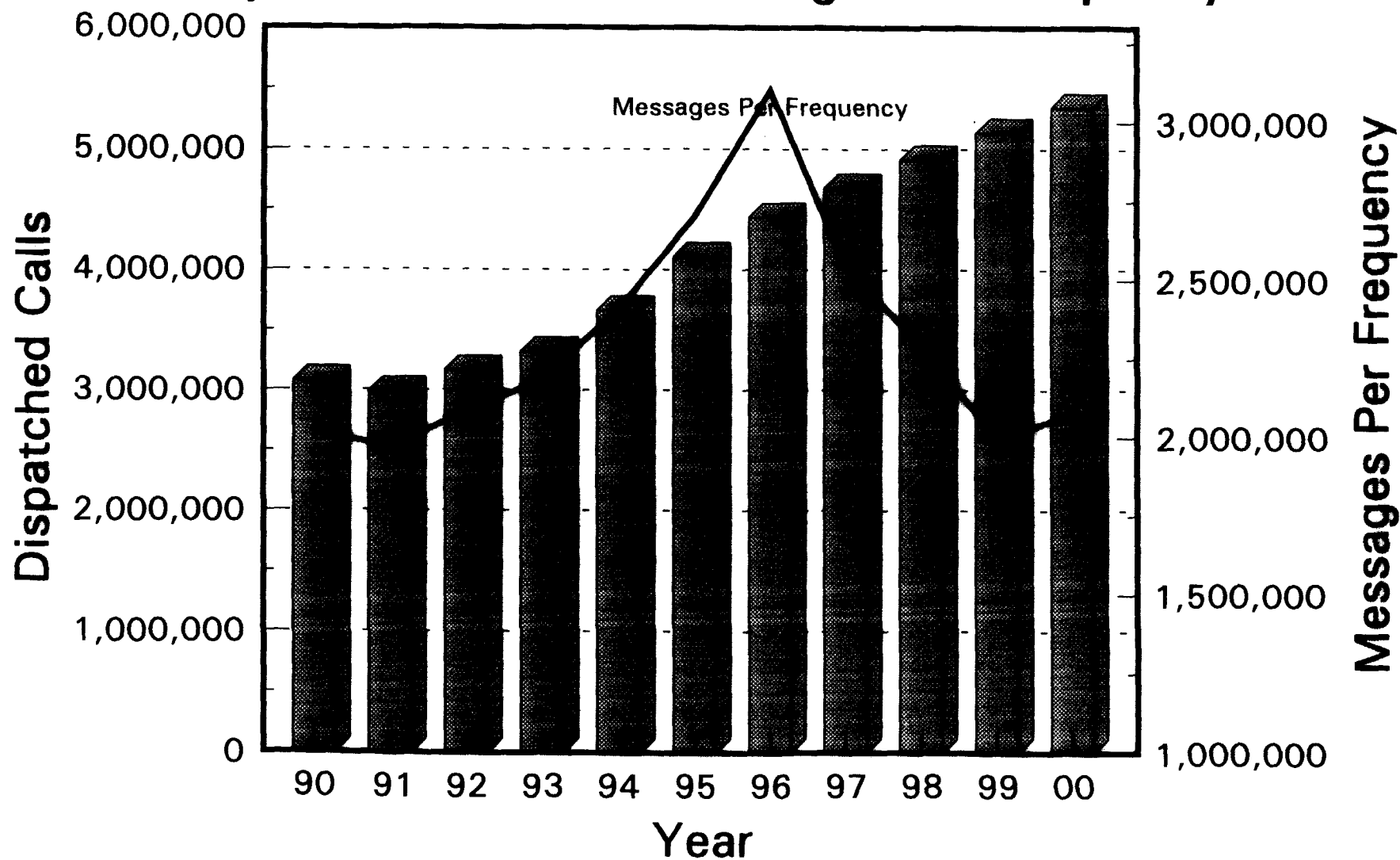
4 800Mhz duplex frequencies in the greater metropolitan Los Angeles area

2 800Mhz duplex frequencies in San Diego and other areas

1 primary control point with full system redundancy at a second location

Automobile Club of Southern California

Dispatched Calls and Messages Per Frequency



1996 - 2000 Estimated

Automobile Club of Southern California

Why a private data radio network versus a public alternative?

Shared Public Radio Networks (Motorola's ARDIS, NEXTEL, or RAM Mobile Data networks)

- ◆ Message volume and coverage requirements exceed the abilities of known public systems
- ◆ Due to message volume, the cost to utilize a public network would be prohibitive (Use of ARDIS, NEXTEL, or RAM networks would cost several million dollars each year)

Packet Data

- ◆ Unable to support priority or time sensitive messaging required by our business
- ◆ Due to volume of messages, the cost to utilize is prohibitive

Cellular Telephone Services

- ◆ Due to volume of messages, the cost would be prohibitive
- ◆ Cellular service does not support group communication or announcement to multiple units

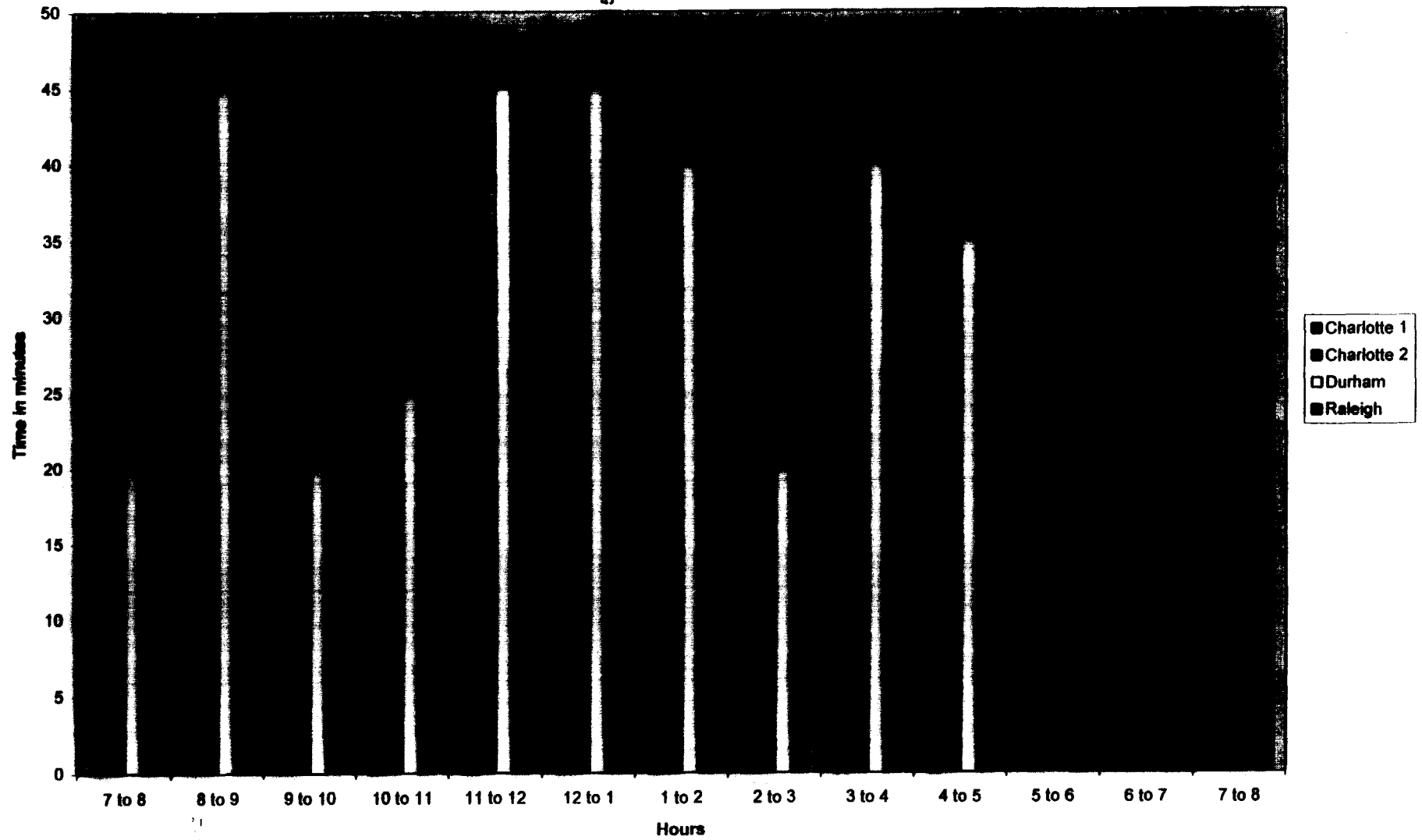
VARIATIONS IN
CALL VOLUME
DURING A
TYPICAL DAY

AAA Carolinas
(For Cities of Charlotte,
Raleigh and Durham, N. C.)

California State
Automobile Association
(For Cities of San Francisco,
San Jose, Concord, Hayward and
San Mateo)

Radio Traffic

50



DISPATCHED CALLS

SAN FRANCISCO
SAN JOSE
COLUMBIA
HAYWARD
SAN MARTIN

MIDNIGHT

TIME

1-13-93

MIDNIGHT

